

FIG. 1

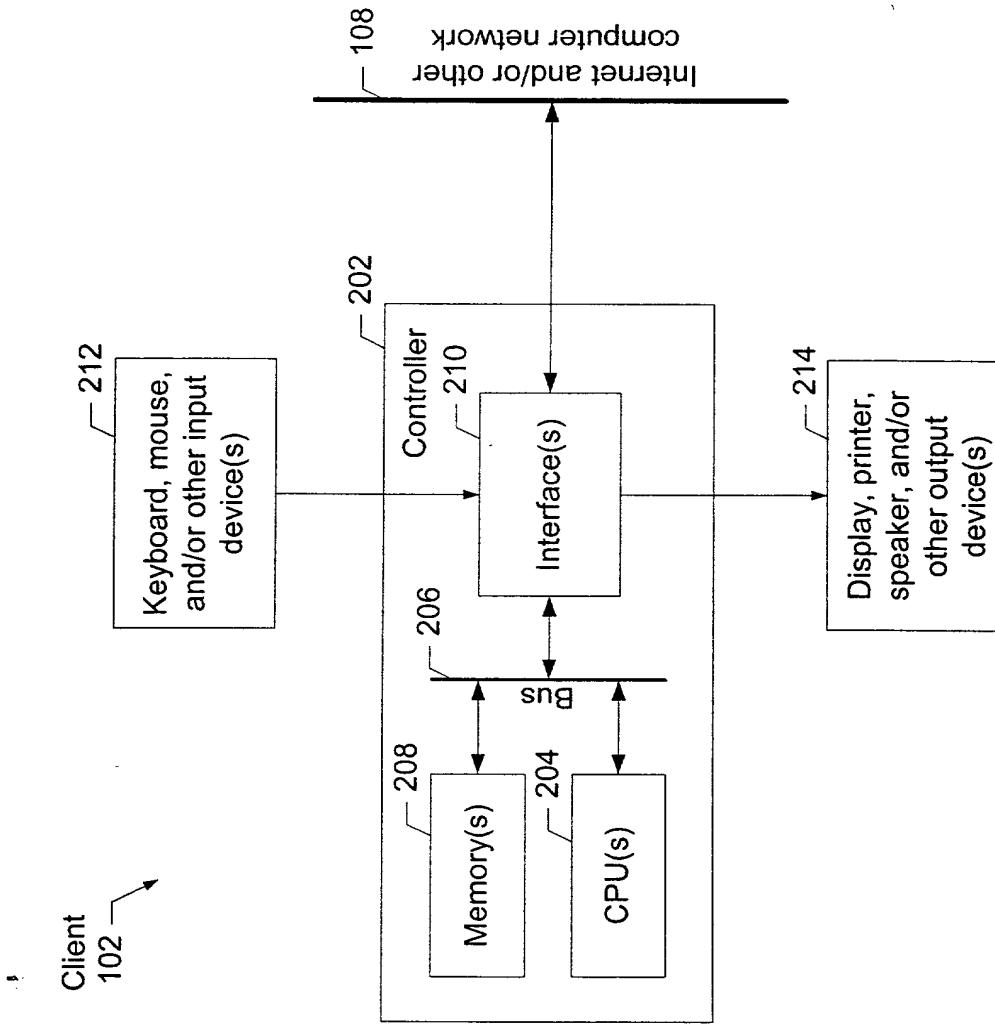


FIG. 2

Repair Scheduling Server

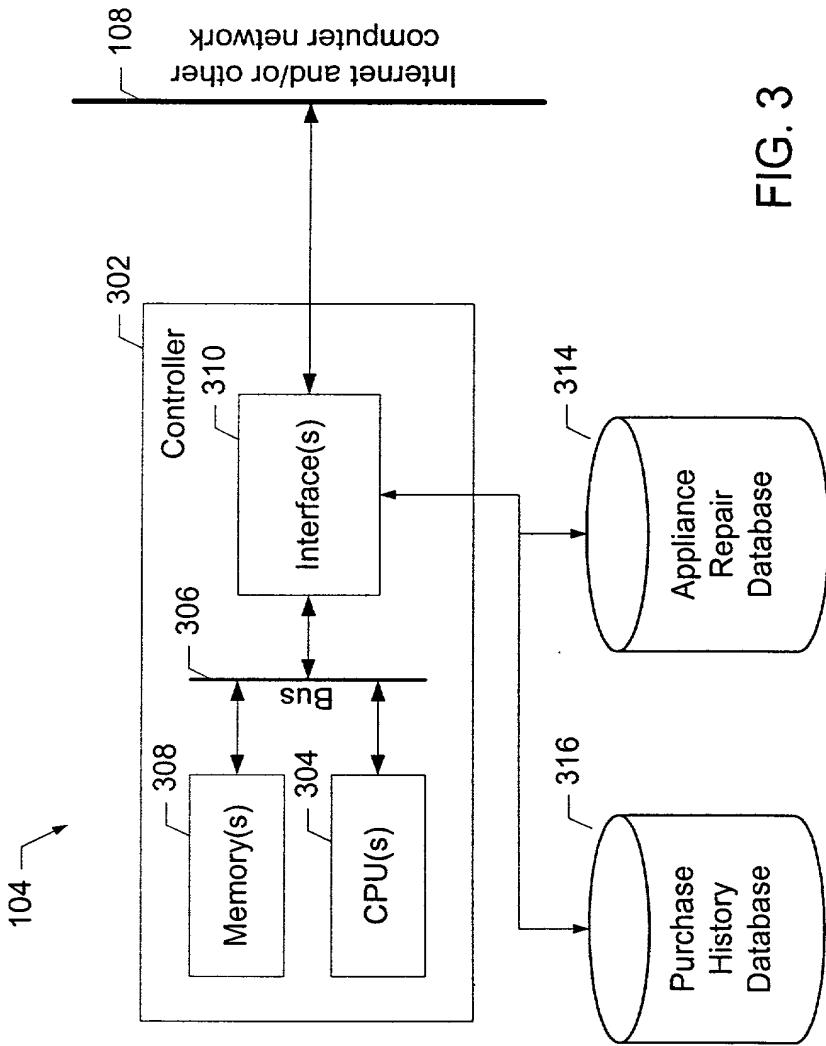


FIG. 3

104 \searrow Appliance Repair Server

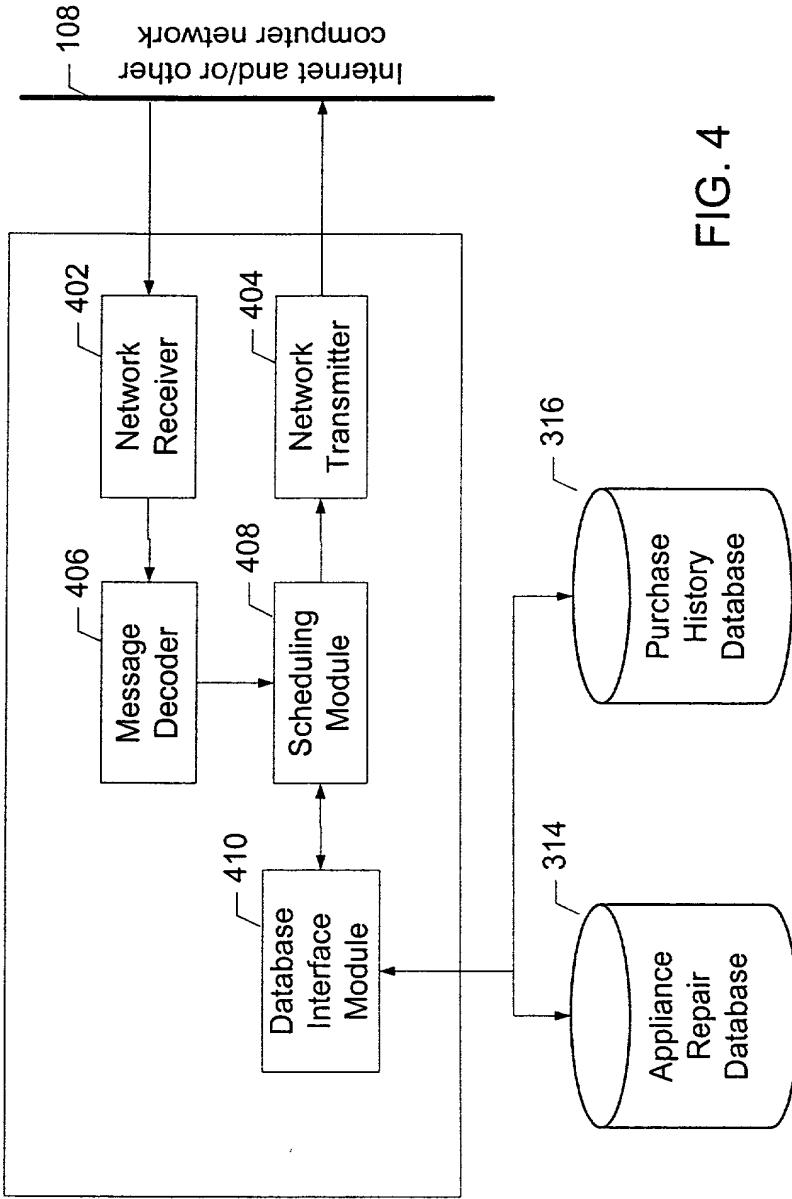


FIG. 4

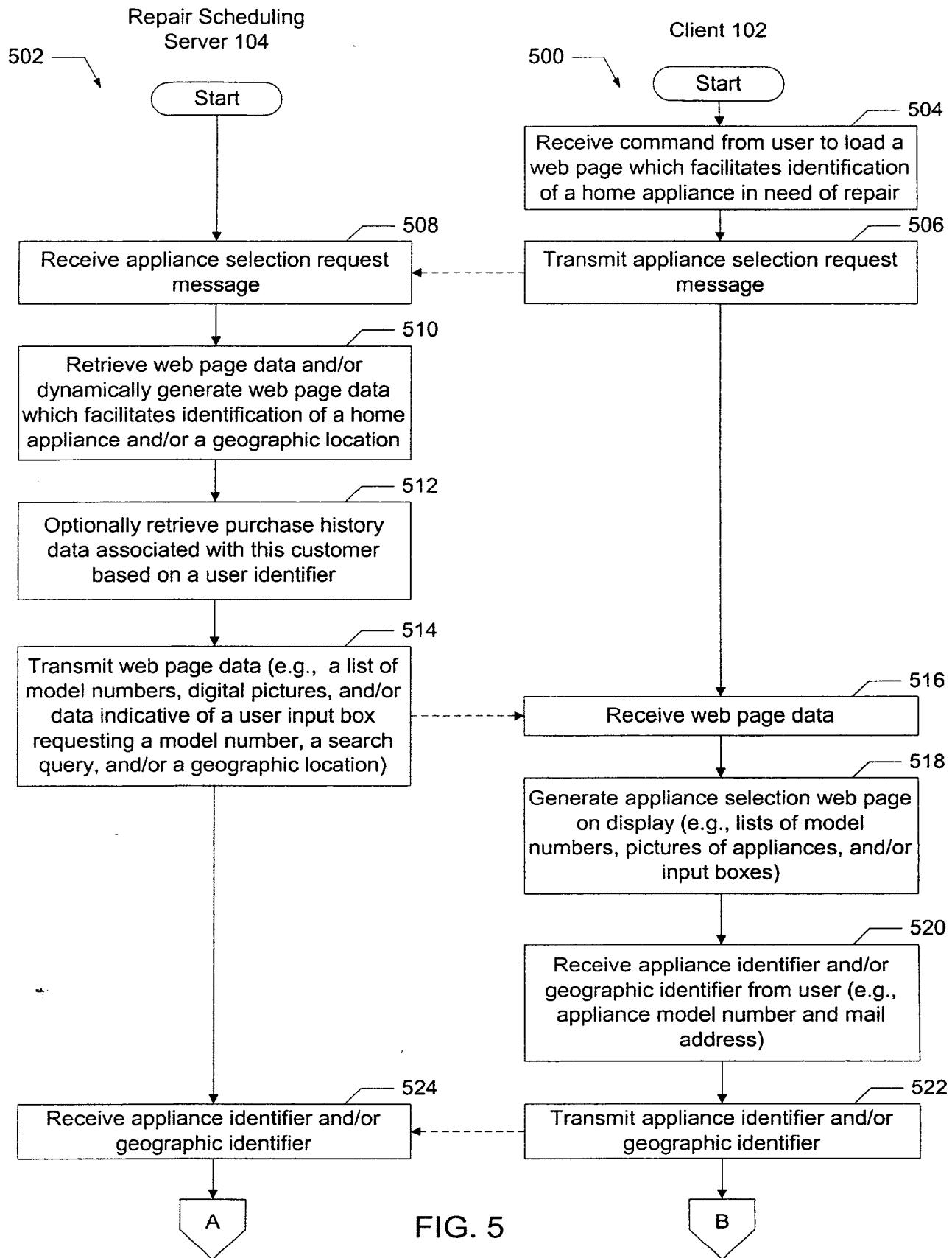


FIG. 5

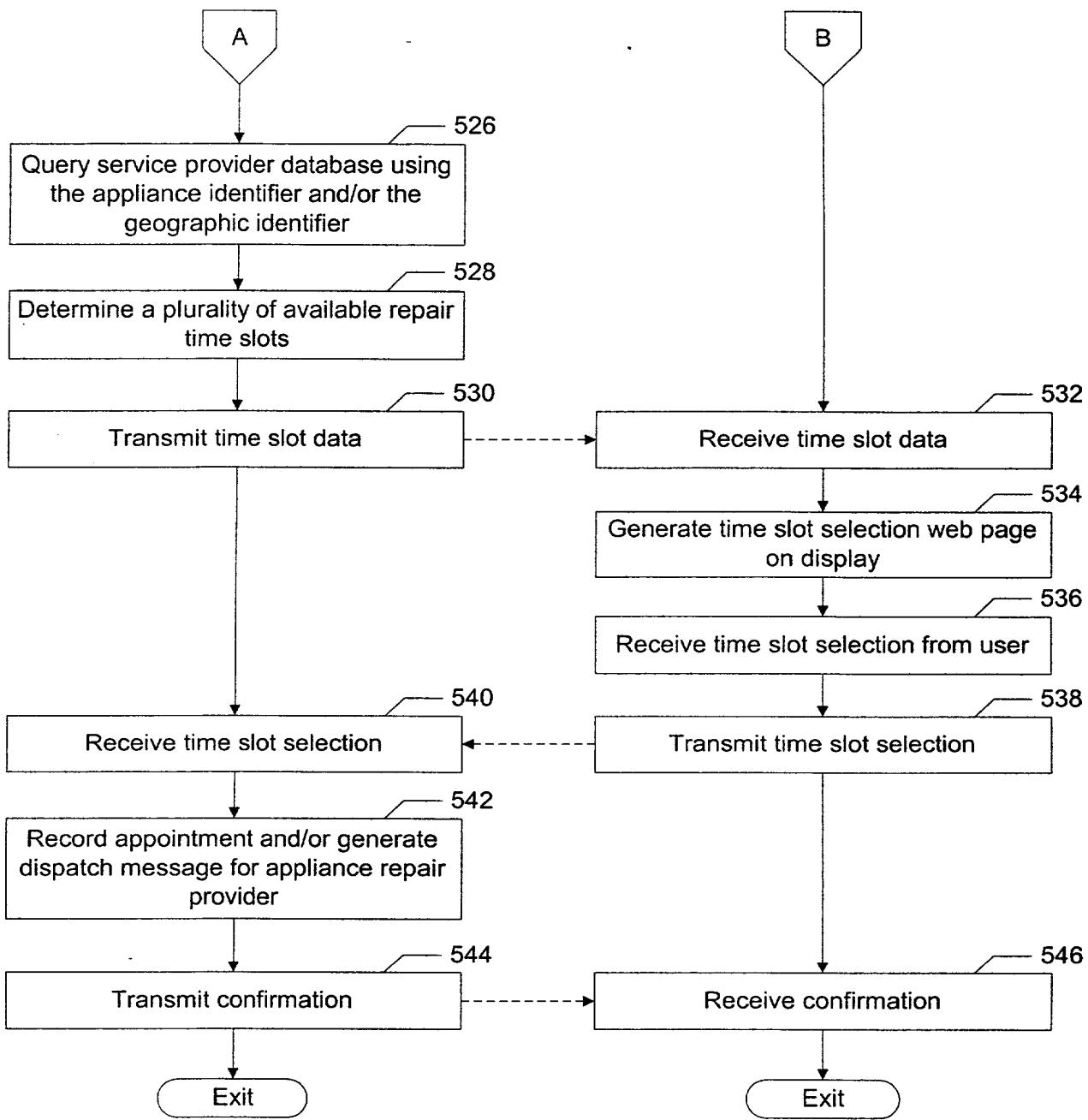


FIG. 6

sears.com - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: Zhomeservices2%25se.hs.mainpage.asp?vertical=SEARS&hsvs=HS

MY ACCOUNT VIEW CART ORDER STATUS CUSTOMER SERVICE

APPLIANCES COMPUTERS LAWN & GARDEN BABYME

HOME IMPROVEMENTS ELECTRONICS HOME SERVICES WISHBOOK PARTS

Search by Keyword or Item #

HOME SERVICES APPLIANCE REPAIR | HOME IMPROVEMENTS | INTERIOR SERVICES | HEATING & COOLING | MAINTENANCE AGREEMENTS

Order Online or Toll Free 1-800-MY-SEARS

SHOP BY CATEGORIES:

- Appliances
- BabyMe
- Computers & Office
- Electronics
- Fitness
- Gift Cards
- Home Services
- Lawn & Garden
- Parts
- School Uniforms
- Tools
- Wishbook

One central source for a **houseful** of services

Call someone you know 8700 4 My SEARS

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Shop by Brands

- SEARS
- APPLIANCE REPAIR
- HOME IMPROVEMENTS
- ELECTRONICS
- HOME SERVICES
- WISHBOOK
- PARTS
- SCHOOL UNIFORMS
- TOOLS
- WISHLIST

License Information

Customer Support
Reporting The Adverse Effect
Frequently Asked Questions
Want The Info
Product Safety
Children's IT Services
About Sears
Title Index

Internet

FIG. 7

16 X

Sears: Appliance Repair Request - Microsoft Internet Explorer

To Schedule Repair Service or Preventive Maintenance

For Home Appliances, Heating & Air Conditioning Systems
and Riding Lawn Mowers

Follow these steps to schedule your appointment.

Step 1: Please enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter enter your name, address and directions to your home.

That's it!! You will receive a call before 9:00 AM on the day you scheduled to confirm an approximate time that our service technician will arrive.

If you need to cancel, re-schedule, or check status on service you have already placed, click here.

Having trouble? Please See Our Help Page, or click the  icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item: 

Brand: 

Purchased at Sears? 

Model Number: 

For assistance, use our [model number finder](#).

Is Item 

Done 

Internet

FIG. 8

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in **bold** must be filled in.

Item: Select Merchandise Item

Brand: Select Brand

Purchased at Sears? Yes No

Model Number: For assistance, use our model number finder.

Is item under a Sears Warranty or Maintenance Agreement?

What seems to be the problem with your item? Please indicate if you would like to schedule a preventive Maintenance Check.

Zip Code:

PartsDirect
1-800-366-PART

Questions or Comments, please contact our [Webmaster](#).

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Done Internet

GO BACK **CLEAR FORM** **NEXT STEP**

FIG. 9

Having trouble? Please See Our Help Page, or click the  icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item:	<input type="text"/> Select Merchandise Item
Brand:	<input type="text"/> Select Merchandise Item
Purchased at Sears?	<input type="checkbox"/> Air Conditioner: Central <input type="checkbox"/> Air Conditioner: Window/Room <input type="checkbox"/> Boiler - Gas <input type="checkbox"/> Boiler - Oil <input type="checkbox"/> Cooler, Evaporative or Swamp <input type="checkbox"/> Dehumidifier <input checked="" type="checkbox"/> Dishwasher <input type="checkbox"/> Dryer: Electric <input type="checkbox"/> Dryer: Gas <input type="checkbox"/> Freezer
Model Number:	<input type="text"/>
Is Item under a Sears Warranty or Maintenance Agreement?	<input type="checkbox"/>
What seems to be the problem with your item?	<input type="text"/> please indicate if you would like to schedule a preventive Maintenance Check.
Zip Code:	<input type="text"/>

Questions or Comments, please contact our Webmaster.

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PartsDirect
 1-800-366-PART

[GO BACK](#) [CLEAR FORM](#) [NEXT STEP](#)

FIG. 10

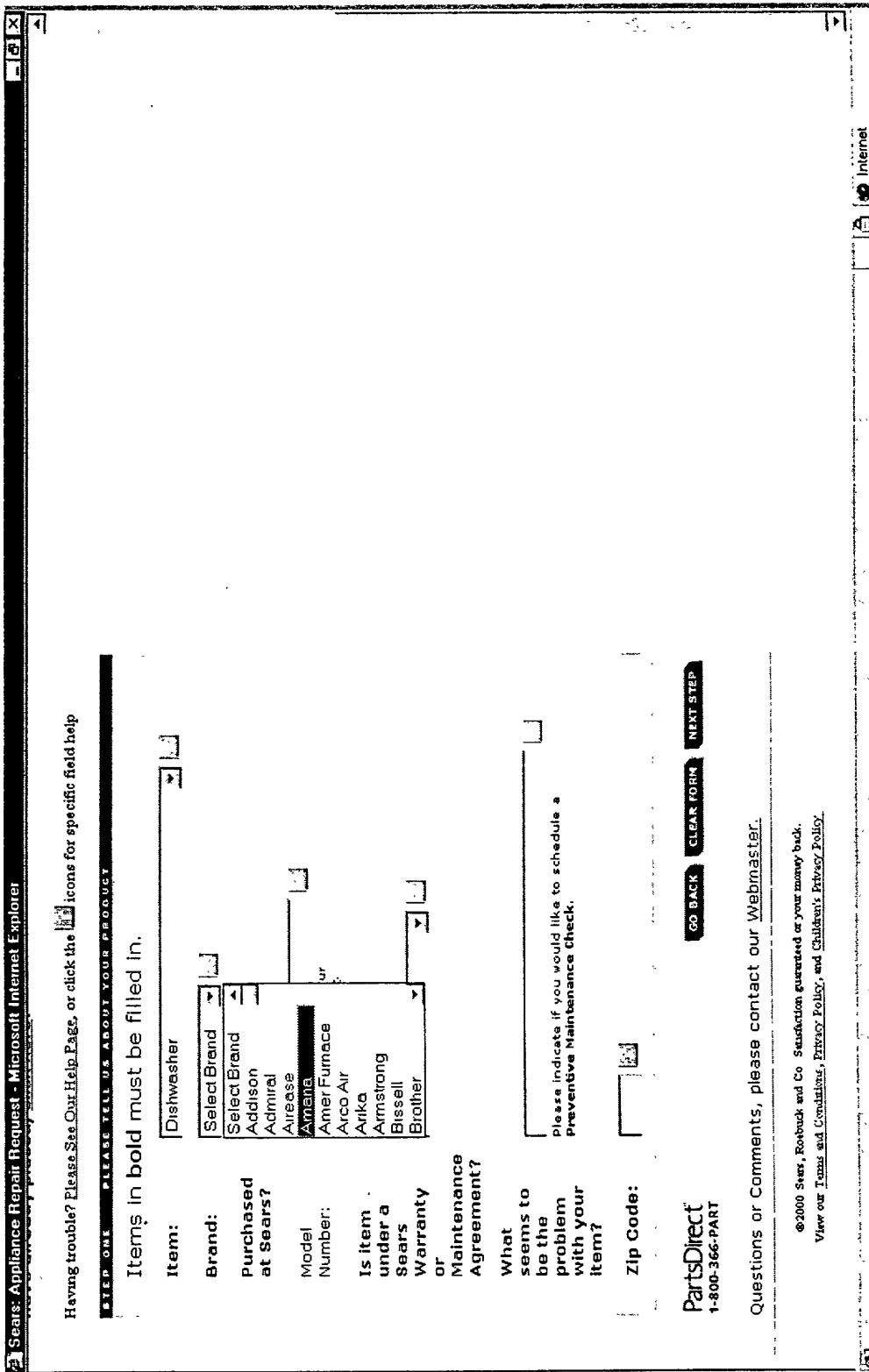


FIG. 11

PartsDirect Model# Search - Microsoft Internet Explorer

how to find your model number

Click your category of appliance from the **Categories** list below to view a picture showing you where the model number is located on most appliances

For brand specific information about model number formatting conventions of major appliances, click the brand name in the **Brands** list

For further information about working with model numbers, [click here](#)

Categories

- [Compactor](#)
- [Cooktop](#)
- [Cooktop, down draft](#)
- [Dehumidifier](#)
- [Dishwasher](#)
- [Dryer](#)
- [Garbage Disposal](#)
- [Oven, built in \(single or double\)](#)
- [Range](#)
- [Range Hood](#)
- [Refrigerator](#)
- [Refrigerator, side by side](#)
- [Stackable Dryer](#)
- [Stackable Washer](#)
- [Washer](#)

Brands

- [Amana](#)
- [Caloric](#)
- [Crosley](#)
- [Frigidaire](#)
- [Gibson](#)
- [General Electric](#)
- [HotPoint](#)
- [Jenn-Air](#)
- [Keltinator](#)
- [KitchenAid](#)
- [Master Care](#)
- [Modern Maid](#)
- [RCA](#)
- [Tappan](#)
- [Universal/Multi-Flex](#)
- [Whirlpool](#)
- [White/Westinghouse](#)

FIG. 12

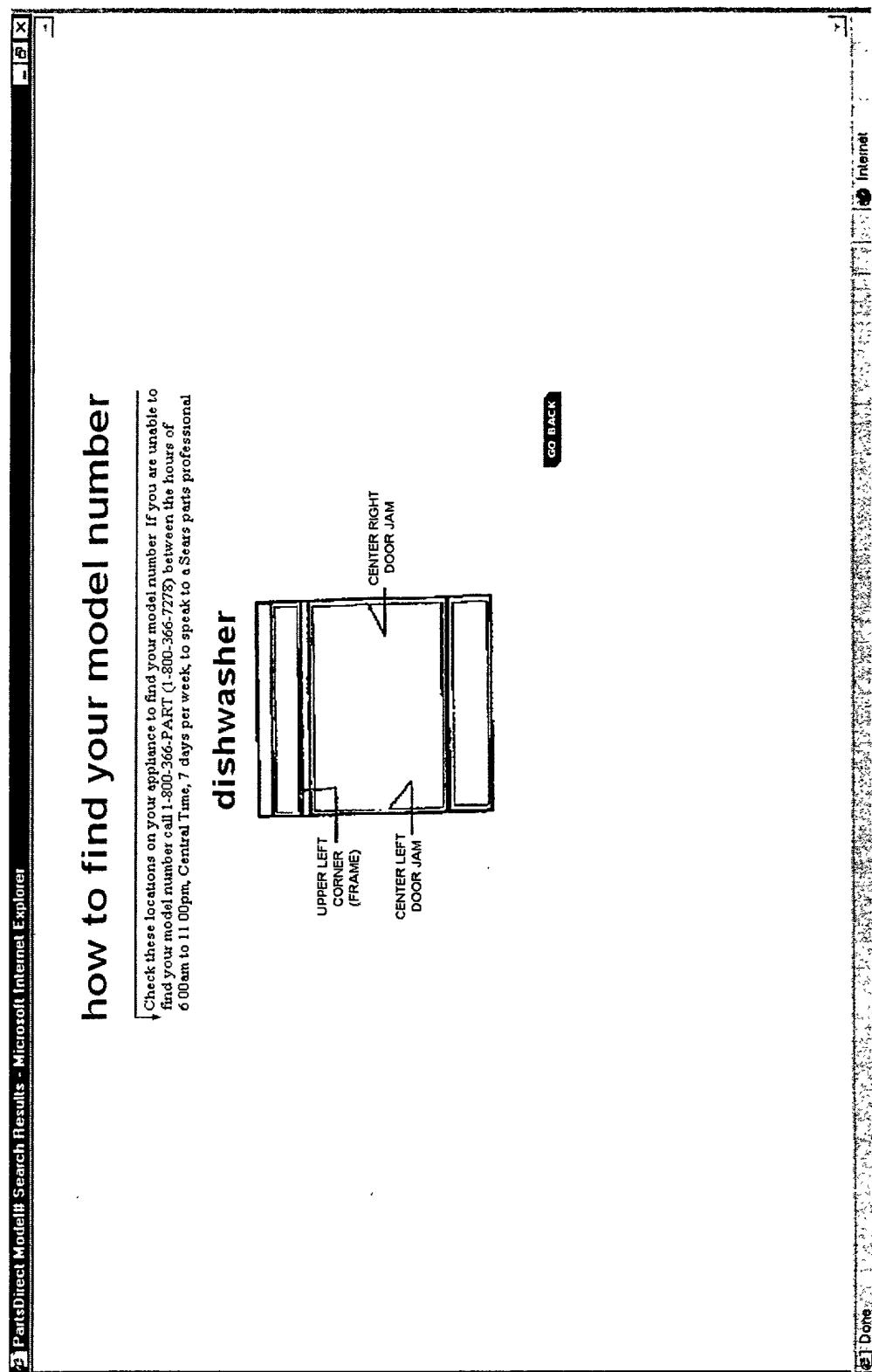


FIG. 13

PartsDirect Model# Search - Microsoft Internet Explorer

Internet

Done

Amana

Most model numbers should reflect the following numbering scheme.

Product	May proceed or follow "A"	Example Model Numbers	Further Conventions
Cooktop	K	AK2H30P113546N	
Dehumidifier	DK	DK30	
Dishwasher	DC	DWA22AB/P1318601W	
	DU	ADU7000DWW/P1307508UD	
	SC		
	SU		
Dryer	LE	LE71001LB/PLEU101LB	An 'E' in one of the first three positions indicates the dryer is electric, a 'G' that it is gas-driven.
	LG		
	LS		
Freezer	ESU	ESU12JW/P1179615W	
	C		
Microwave	C	M84T	
	F		
	M		
	R		
Range	R	AGS730LP1141258NL	
	G		
Refrigerator	T	TX18MP7858516W	
	B		
	S		

FIG. 14

Having trouble? Please See Our Help Page, or click the  icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item:	<input type="text" value="Dishwasher"/>	
Brand:	<input type="text" value="Amana"/>	
Purchased at Sears?	<input type="checkbox"/> Yes	
Model Number:	<input type="text" value="DWA22AB/P1318601W"/>	
Is item under a Sears Warranty	<input type="checkbox"/> No Coverage	
or Maintenance Agreement?		
what seems to be the problem with your item?		
Leaking from the bottom Please indicate if you would like to schedule a Preventive Maintenance Check.		
Zip Code:	<input type="text" value="60067"/>	
<input type="button" value="GO BACK"/> <input type="button" value="CLEAR FORM"/> <input type="button" value="NEXT STEP"/>		

Questions or Comments, please contact our Webmaster.

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PartsDirect
1-800-366-PART

Internet 

FIG. 15

Item to be repaired: Amana Dishwasher
 Zip Code: 60067

For Repair Service: Our technician will review the repair costs with you before any work is done. If you decide not to have the unit repaired the charge will be \$60.00.

For Preventive Maintenance Checks: Should your appliance require any additional service, other than the preventive maintenance check, our technician will review the additional repair costs with you before any work is done. If you decline to have the additional service completed, you will only be charged for the preventive maintenance.

You will receive a call before 9:00 AM on the day you schedule below to confirm an approximate time that our service technician will arrive.

Having trouble? Please see our Help Page, or click the  icons for specific field help

STEP TWO PLEASE TELL US ABOUT YOUR DESIRED DATE

Items in bold must be filled in.

Date 
Monday, January 29, 2001 
Tuesday, January 30, 2001 
Wednesday, January 31, 2001 
Thursday, February 1, 2001 
Friday, February 2, 2001 
Saturday, February 3, 2001 
Monday, February 5, 2001 

 **Done**  **Internet**

FIG. 16

Having trouble? Please See Our Help Page, or click the  icons for specific field help

STEP THREE PLEASE TELL US ABOUT YOURSELF

Items in bold must be filled in.

First Name:

Middle Initial:

Last Name:

Address:

Apartment Number:

City:

State:

Zip Code:

Home Phone Number:

Alternate Phone Number:

Major Cross Streets / Special Driving Instructions

E-mail Address:

GO BACK **CLEAR FORM** **NEXT STEP** **Done**                                            

FIG. 17

Appliance Repair Online

Help Page

SEARS

HomeCentral

Scheduling repair service online is easy with Sears HomeCentral. Our 14,000 repair specialists guarantee to fix your appliances right.

This online service is available to all United States residents. As of this time, we cannot accept requests for services outside of the United States.

To schedule repair service, there are three easy steps that must be performed.

Step 1: Enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter your name, address and directions to your home.

You will then be presented a confirmation that service has been scheduled and, if you elect, you will receive an E-mail confirming your request.

[View Service Order Status](#)

[Cancel Service Order](#)

[Re-schedule Service Order](#)

[GO BACK](#)

(For each step, certain information must be supplied for us to set up your service call. These are marked "mandatory." There are also some information, marked "optional." This information will allow our service technicians to provide better and faster service as they repair your product.)

Internet

FIG. 18

Step 1: Enter Your Merchandise
 In order for us to provide you with dates our technicians are available and the minimum charge of service, we need to know what product requires service and where it is located.

Merchandise Item (Mandatory) - This drop down list contains all items and systems that may be scheduled online. If your item is not on this list, we cannot schedule it electronically. Please call 1-800-469-4663 for further assistance.

Brand (Mandatory) - This drop down list contains the brands serviced by Sears HomeCentral. Please select the brand of your appliance.

Purchased at Sears (Mandatory) - This drop down list contains three values (Yes, No and I Don't Know). Please enter whether you purchased your appliance at Sears. If you are unsure, enter "I Don't Know". This information will not affect the available dates or charges.

Model Number (Optional) - If you know the model number, please enter it in this field. This information helps our technicians prepare for your service call. This information can usually be found on the appliance itself.

Warranty or Maintenance Agreement - Select whether your appliance falls under the manufacturer's warranty or a Sears maintenance agreement.

Warranty coverage varies by product, place of purchase and date of purchase. If you believe the appliance for which you are requesting service may be covered under a warranty, please call our toll free number for further assistance.

Sears Maintenance Agreements provide coverage for repairs as well as regular annual preventive maintenance checks on the covered appliances in your home. If you have a Maintenance Agreement on the appliance you are scheduling for service, please call our toll free number for further assistance.

If you are interested in purchasing or learning more about Maintenance Agreements from Sears, please call 1-800-4MY-HOME (1-800-469-4663) for further assistance 24 hours a day; 7 days a week.

FIG. 19

Sears Appliance Repair Request - Microsoft Internet Explorer

What seems to be the problem with your product? (Mandatory)

- This information is used to give the technician a quick explanation as to what is wrong with the appliance. Some examples may be:
 - Leaking from the bottom.
 - Doesn't get cold enough.
 - Gasket around left door is torn.

Zip Code (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Once you have filled out the mandatory fields you may click one of the two buttons at the bottom to proceed.

Next Step - Allows us to retrieve minimum charges and available dates information for you.

Clear Form - Clears all entries back to default values.

GO BACK

Step 2: Review Charges and Dates Information

During step two (Page two) you will be presented the minimum charges and available dates that we may provide service on.

Once you review the minimum charge information, select the date that is most convenient for you so that we may continue processing your request.

Please Select a Date (Mandatory) - This box contains up to the next seven available dates which are dependent on technician availability. For Emergency service, please call 1-800-4MY-HOME (1-800-469-4663). If you desire service on a date after the last day presented, please call 1-800-4MY-HOME (1-800-469-4663) or visit our site approximately one week in advance of the day you desire.

Preferred Service Time (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

Internet

FIG. 20

Sears: Appliance Repair Request - Microsoft Internet Explorer

Preferred Service Time (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

- Any Time - Any time within 7:00 AM to 7:00 PM.
- Morning - From 7:00 AM until 1:00 PM.
- Afternoon - From 1:00 PM until 7:00 PM.

The repair specialist will call you prior to 9 AM, on the day you have selected, to schedule a more exact time.

After you have made your selections, please click one of the two buttons below to continue.

Next Step - Will continue to a customer information page.

Decline Service - If for any reason you choose not to schedule service, this button will end your request. No customer specific information pertaining to the fields entered will be maintained.

GO BACK

Step 3: Enter Customer Information
 The final step allows you to enter your name, address and directions so we may process your request. This page contains:

First Name (Mandatory) - Enter your first name in this field. If your name is longer than 11 characters, please enter the first 11 characters.

Middle Initial (Optional) - This field may contain a one character middle initial.

Last Name (Mandatory) - Enter your last name in this field. If your name is longer than 18 characters, please enter the first 18 characters.

Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

1234 Anywhere Avenue

FIG. 21

Sears: Appliance Repair Request - Microsoft Internet Explorer

Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

- 1234 Anywhere Avenue
- We cannot accept requests for PO boxes.

Apartment Number - If you live in an apartment please enter the apartment number, otherwise, leave blank.

City (Mandatory) - Enter the city which corresponds to the zip code entered in step one.

State (Mandatory) - Select from the drop down list the state that corresponds to the zip code entered in step one.

Zip Code - This label is the information you entered in step 1.

Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all future correspondence through this number.

- The format is: (123) 456-7890
- We cannot electronically accept extensions.

Alternate Phone Number - If you have an alternate phone number where you can be contacted, please enter this optional 10 digit phone number.

- The format is: (123) 456-7890
- We cannot electronically accept extensions.

Cross Streets - This provides our technicians with driving directions. If you live on a Rural Route, this mandatory field must be entered with the closest cross street. If you do not live on a rural route this field is optional.

E-mail Address - If you would like an E-mail sent to you confirming your request was made, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

After you have made your selections, please click one of the two buttons below to continue.

Next Step - Will continue to present a recap screen.

FIG. 22

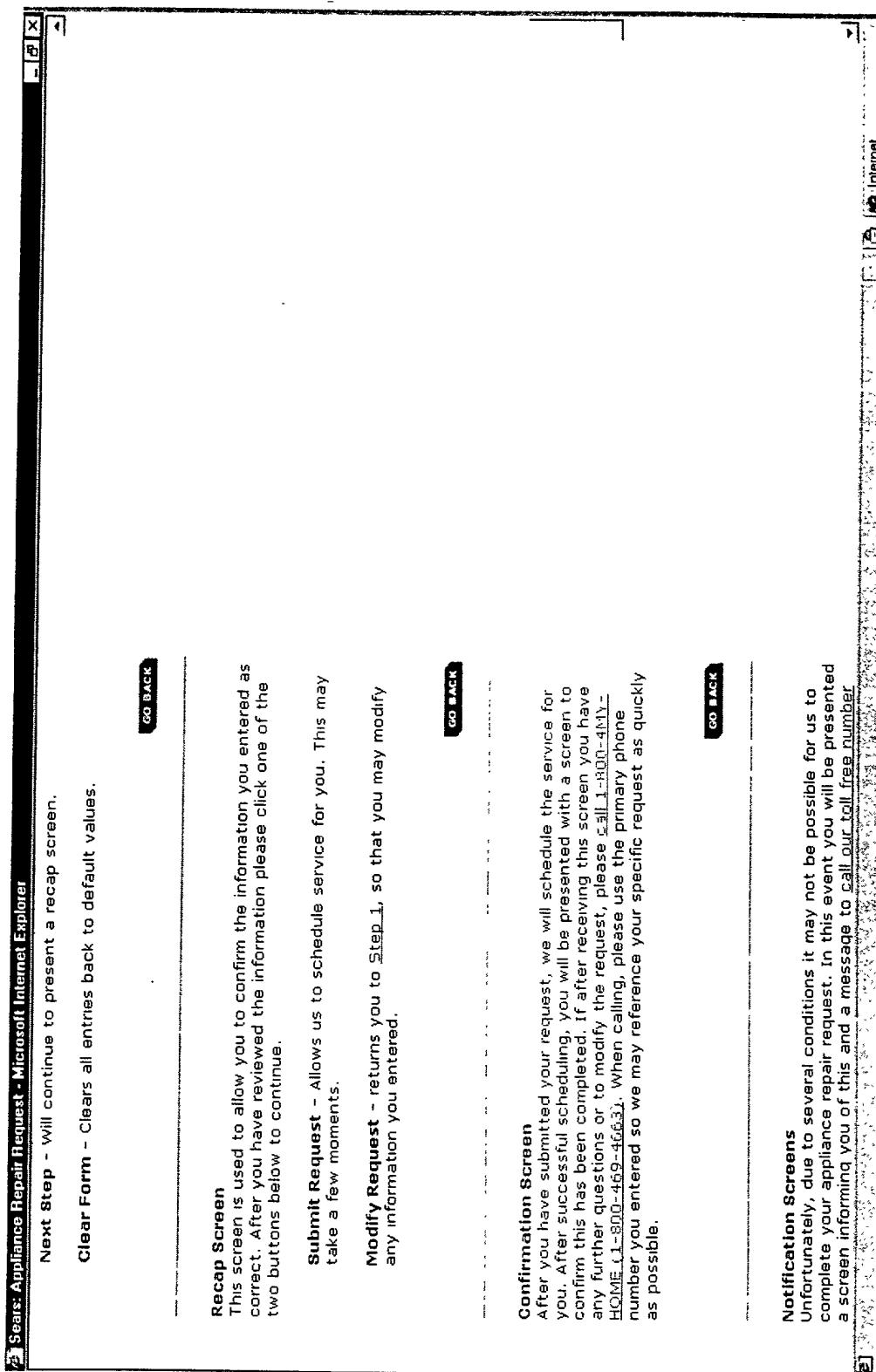


FIG. 23

FIG. 24

Sears Appliance Repair Request - Microsoft Internet Explorer

Notification Screens

Unfortunately, due to several conditions it may not be possible for us to complete your appliance repair request. In this event you will be presented a screen informing you of this and a message to call our toll free number for further assistance.

View Service Order Status

To view the status of a service order, enter your Home Phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to view. All service orders that you have pending will be displayed if no service order number is provided.

Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all future correspondence through this number.

- The format is: (123) 456-7890
- We cannot electronically accept extensions.

Zip Code (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Service Order Number - This will help determine the exact service order that you wish to view, please enter the number if you have multiple service orders pending. Only service orders scheduled via the web will have a service order number.

Cancel Service Order

To cancel a service order, enter your Home phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to cancel. You will also be asked for the reason you wish to cancel and your E-mail address.

GO BACK

GO BACK

Internet

Sears: Appliance Repair Request - Microsoft Internet Explorer

Cancel Service Order
 To Cancel a service order, enter your Home Phone number and your Zip Code. Enter the service order number if you have one for the scheduled service you wish to cancel. You will also be asked for the reason you wish to cancel and your E-mail address.

If your service order has been successfully cancelled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be cancelled the day before it is scheduled.**

Cancel Reason (Mandatory) - Enter the reason you are canceling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the cancellation was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

GO BACK

Re-Schedule Service Order
 To re-schedule a service order, enter your Home Phone number and your zip code. Enter the service order number if you have one for the scheduled service you wish to re-schedule. You will be asked for the reason you wish to re-schedule, your E-mail address, and to choose the new date and time for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be re-scheduled the day before it is scheduled.**

Re-Schedule Reason (Mandatory) - Enter the reason you are re-scheduling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

FIG. 25

Sears: Appliance Repair Request - Microsoft Internet Explorer

[Go Back](#)

Re-schedule Service Order
 To re-schedule a service order, enter your Home phone number and your zip code. Enter the service order number if you have one for the scheduled service you wish to re-schedule. You will be asked for the reason you wish to re-schedule, your E-mail address, and to choose the new date and time for the service order.

If your service order has been successfully re-scheduled, you will receive an E-mail (if E-mail address is provided) or a phone call from Sears. **Service Orders cannot be re-scheduled the day before it is scheduled.**

Re-schedule Reason (Mandatory) - Enter the reason you are re-scheduling the service order.

E-mail Address - If you would like an E-mail sent to you confirming the re-scheduling was successfully completed, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

[Go Back](#)

Further Service
 If you would like to speak to one of our operators to assist you, please call our 24 hour, 7 day a week toll free number at 1-800-4MY-HOME (1-800-469-4663).

[Go Back](#)

Questions or Comments, please contact our Webmaster.

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Internet

FIG. 26